

Agenda Item Form

Agenda Date: 03/09/04

Districts Affected: N/A

Dept. Head/Contact Information: Juan Sandoval, Tax Assessor Collector (541-4598)

Type of Agenda Item:

- | | | |
|-----------------------------------------------------------|---------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Resolution | <input type="checkbox"/> Staffing Table Changes | <input type="checkbox"/> Board Appointments |
| <input type="checkbox"/> Tax Installment Agreements | <input type="checkbox"/> Tax Refunds | <input type="checkbox"/> Donations |
| <input type="checkbox"/> RFP/ BID/ Best Value Procurement | <input type="checkbox"/> Budget Transfer | <input type="checkbox"/> Item Placed by Citizen |
| <input type="checkbox"/> Application for Facility Use | <input type="checkbox"/> Bldg. Permits/Inspection | <input checked="" type="checkbox"/> Introduction of Ordinance |
| <input type="checkbox"/> Interlocal Agreements | <input type="checkbox"/> Contract/Lease Agreement | <input type="checkbox"/> Grant Application |
| <input type="checkbox"/> Other _____ | | |

Funding Source:

- ☒ General Fund
☐ Grant (duration of funds: _____ Months)
☐ Other Source: _____

Legal:

- ☐ Legal Review Required Attorney Assigned (please scroll down): None ☐ Approved ☐ Denied

Timeline Priority: ☒ High ☐ Medium ☐ Low # of days: _____

Why is this item necessary:

Positions have been approved for reclassification per Civil Service Commission action of 2/26/04 to reflect additional duties and accountability.

Explain Costs, including ongoing maintenance and operating expenditures, or Cost Savings:

Additional cost will be absorbed by the overtime cost savings resulting from the FLSA status change of non-exempt to exempt for the Tax Collection Supervisor position.

Statutory or Citizen Concerns:

None

Departmental Concerns:

None.

02 8 00 4 00 1002
CITY CLERK'S OFFICE

AN ORDINANCE AMENDING ORDINANCE 8064 (THE CLASSIFICATION
AND COMPENSATION PLAN) TO REVISE THE CLASS OF
TAX COLLECTIONS SUPERVISOR

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That Ordinance No. 8064, the Classification and Compensation Plan, shall be amended as follows:

As recommended by the Civil Service Commission, the class of **Tax Collections Supervisor** is hereby revised in accordance with the duties and responsibilities attached hereto. The Code will remain **1338**. The Grade shall be **GS25**.

PASSED AND APPROVED this 23rd day of March 2004.

THE CITY OF EL PASO

Joe Wardy
Mayor

ATTEST:

Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:

Guadalupe Cuellar
Deputy City Attorney

APPROVED AS TO CONTENT:

Terry A. Bond
Human Resources Director

APPROVED BY THE CIVIL
SERVICE COMMISSION:

Date: February 26, 2004

By: Terry A. Bond
Terry A. Bond
Secretary

Human Resources Department

MEMO

5
A-B

To: Civil Service Commission
Thru: Terry Bond, Human Resources Director
James Sienkiewicz, Classification and Compensation Manager *JS*
From: Ana I. Sanchez, Personnel Analyst II *als*
Date: February 17, 2004
Subject: Revision of Job Specifications

Human Resources recommends Commission approval of the job classification items listed below. See attached proposed and strike-through versions of the specifications.

	<u>TITLE</u>	<u>CODE</u>	<u>GRADE</u>
A. OFFICIAL	Tax Customer Accounts Supervisor	1340	GS 19
PROPOSED	Same	Same	GS 22
B. OFFICIAL	Tax Collections Supervisor	1338	GS 22
PROPOSED	Same	Same	GS 25

Revision of the subject job classes was requested by the Tax Assessor Collector. Human Resources found that the responsibilities and duties for these job classes have evolved since the current job classes were written and that they are at variance with positions with comparable minimum requirements that are usually assigned similar duties and functions. Therefore, the above grades for Tax Customer Accounts Supervisor and Tax Collections Supervisor have been proposed to reflect current market conditions and the increase of financial and coordination responsibilities. The Tax Customer Service Supervisor minimum qualifications were modified to increase by one (1) year the included customer service experience to reflect the nature of the additional duties as well as to maintain consistency with the requirements of comparable City jobs.

The attached proposed job specifications summarizing the primary duties, responsibilities, minimum qualifications and other requirements of these job classes were revised using the City's current style and format conventions and have been reviewed by the Human Resources Director and the Tax Assessor Collector. The proposed grade changes shown above are warranted by internal and external equity considerations as well as the increased accountability inherent in the revisions of the affected job classes. Approval of this action will be the basis for the Commission to consider reclassification of the related positions and incumbents listed on the regular agenda for this meeting.

This recommendation is being made pursuant to:

Civil Service Rule 4, Classification, Section 4(a), Reclassification of Positions:

"The Commission or the Human Resources Director may investigate of its own accord or upon the request of a department head, any change in the duties and responsibilities of a position from those upon which it was originally classified. If it is found that the duties and responsibilities of the position have changed so significantly that the former classification is a substantially inaccurate description of the current duties and responsibilities, the Commission will request the Mayor to direct the Human Resources Director to place the position in its proper class and grade."

"A change in compensation applying to all positions of the same class and grade will not affect the seniority or other rights of those in the Civil Service. The Human Resources Director may at any time secure from the appointing authority, department heads or employees involved, statements of the duties and responsibilities of the position under review. The appointing authority, department heads and employees concerned will have an opportunity to be heard before the revised class is approved and to appeal to the Commission in accordance with Article VI, Section 6.13-4 of the Charter."

Attachments

Clerical and Office Branch
Accounting, Clerical and Cashiering Group
Tax Supervisory Series

TAX COLLECTIONS SUPERVISOR

018/9704 (SALSG)

General Purpose**Summary**

Under general supervision, supervise/coordinate customer service functions associated with and coordinate activities related to the collection and distribution of property taxes monies to taxing entities, and research and respond to related unusual or complex tax issues for jurisdictions involved in the consolidated tax effort and oversee cash handling related to City cash transactions.

Typical Duties

Plan, organize, and direct tax collection, distribution and cashiering activities.

Direct and coordinate. Involves: Review operational activities, and develop and implement procedures. Establish work priorities, determine work distribution, and monitor work progress. Review and evaluate service and control delivery methods and systems in accordance with State and Federal laws, overseeing the correct posting of payments, investigating and resolving customer complaints by interpreting and explaining departmental policies and tax regulations; integrate functional activities with those of other organizations. Advise staff on departmental policies and tax regulations updates. Oversee payment posting and adjust or cancel incorrect transactions. Reconcile cashier overages and shortages, and bank accounts. Compute penalty and interest for non-routine accounts, such as those of taxpayers under bankruptcy. Effecting electronic funds transfer of funds to taxing entities; bank accounts by preparing deposit slips or wire transfers; Manage petty cash operations for department and the City. Administer directing issuance of levy and overpayment refunds to taxpayers. Post electronic transactions to subsidiary and general ledgers or taxpayer file in the computer; researching and analyzing account histories; adjusting or canceling transactions posted by cashiers; reconciling cashier overages/shortages and bank accounts; compiling periodic financial reports including summaries of revenue collected and disbursed. Compile and maintain periodic financial reports including revenue and disbursement summaries.

Respond to unusual or complex inquiries or complaints. Develop and organize day-to-day activities to achieve goals of assigned function within available resources. Involves: Investigate and resolve customer tax account problems. Provide accurate information regarding administrative policies and procedures and property tax code and laws to staff, city employees, officials, taxing entities and the public. Assist employees in dealing with hostile or distraught persons. Research and analyze account histories, planning work operations by considering priorities, emergency situations, cyclic nature of work flow and established deadlines; adjusting work flow to accommodate available staff capabilities; coordinating functional activities with other organizations; evaluating and recommending adjustments in cashiering methods and tax collection procedures in accordance with State and Federal laws.

Supervise assigned clerical/subordinate personnel/staff. Involves: Schedule, assigning, instructing in, guiding, and checking and evaluating work. Appraise employee performance, arranging for or engage in or arrange for employee training and development; Enforce personnel rules and regulations, department policies, standard of conduct, work and work standards regarding attendance, and safe work practices and conduct. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes. Counsel, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants.

Perform related duties as required. Involves: Substitute, if assigned, for immediate supervisor or coworkers during temporary absences, as qualified, by performing delegated specific duties and responsibilities essential duties and responsibilities sufficient to maintaining continuity of normal operations, and similarly performing any duties of subordinates or coworkers, if required. Preparing payroll and purchase requisitions; maintaining records and preparing reports. Assist in coordinating the collection process for delinquent accounts. Assist in troubleshooting and testing system software. Participate in special projects as assigned, maintaining awareness of state legislative

bills-affecting assessing and collecting procedures.

Minimum Qualifications

~~Training and Experience: Completion of an Associate's degree in Business Administration, Accounting or a related field and six (6) years progressively responsible accounting clerical and cash and credit handling experience for varied and complex accounts; or an equivalent combination of training and experience.~~

Knowledge, Abilities and Skills

- ~~Comprehensive knowledge of Texas property tax code and other applicable federal, state and local laws, regulations, rules and ordinances.~~
- ~~Comprehensive knowledge of: bookkeeping and accounting clerical and cashing procedures and systems; including account balancing and reconciliation, and bank deposit preparation.~~
- ~~Comprehensive knowledge of: municipal tax collection and fiscal administration and control methods and procedures; property tax laws, codes and regulations governing county, city, school district, and other special district tax collection procedures. Good knowledge of: office procedures, practices, methods and equipment; account balancing and reconciliation; bank deposit preparation.~~
- ~~Good knowledge of customer relations, and grievance or conflict resolution techniques.~~
- ~~Some Good knowledge of: supervisory techniques;~~
- ~~Some knowledge of municipal fiscal administration and internal control procedures.~~

- ~~Ability to~~ analyze, research and maintain taxpayer and cash transaction records using automated accounting methods to comply with City and Tax Department policies and statutory requirements;.
- ~~Ability to~~ accurately and quickly calculate figures and amounts such as penalties, interest, proportions and percentages;.
- ~~Ability to~~ apply concepts of basic algebra and double entry bookkeeping;.
- ~~Ability to~~ process a high volume of work and meet timely deadlines;.
- ~~Ability to~~ read and comprehend general business, accounting and tax regulation literature and procedures;.

- ~~Ability to~~ establish and maintain effective working relationships with ~~peers~~staff, ~~city employees~~, consultants, officials and the public, including ~~dealing courteously with irate people~~;
- ~~Ability to~~ impartially and firmly exercise delegated supervisory authority and enforce personnel rules;.
- ~~Ability to communicate express oneself~~ clearly and concisely;., both orally and in writing;.
- ~~Ability to~~ research and compile data and prepare reports.

- Skill in operation and care of computer terminal, personal computer, and word processing, spreadsheet or specialized accounting software.

Other Job Characteristics

- ~~Occasional lifting and carrying of light weight objects (up to 25 pounds).~~

Minimum Qualifications

Education and Experience: Equivalent to an Associate's degree in Business Administration, Accounting or a related field, plus six (6) years of automated financial or tax record keeping experience, including two (2) years in tax or revenue collections.

Special Requirements:

- ~~Must be bondable.~~
- ~~Must obtain certification from Texas Board of Tax Professional Examiners within the time limits specified by the Texas Property Taxation Professional Certification Act.~~

Human Resources Director of Personnel

_____ Department Head

Clerical and Office Branch
Accounting, Clerical and Cashiering Group
Tax Supervisory Series

TAX COLLECTIONS SUPERVISOR

1/04 (AIS)

General Purpose

Under general supervision, coordinate customer service functions associated with the collection and distribution of property tax monies to taxing entities, and research and respond to related unusual or complex tax issues.

Typical Duties

Plan, organize, and direct tax collection, distribution and cashiering activities. Involves: Review operational activities, and develop and implement procedures. Establish work priorities, determine work distribution, and monitor work progress. Review and evaluate service and control delivery methods and systems in accordance with State and Federal laws. Integrate functional activities with those of other organizations. Advise staff on departmental policies and tax regulations updates. Oversee payment posting and adjust or cancel incorrect transactions. Reconcile cashier overages and shortages, and bank accounts. Compute penalty and interest for non-routine accounts. Effect electronic funds transfer to taxing entities. Manage petty cash operations for department and the City. Administer issuance of levy and overpayment refunds. Post electronic transactions to subsidiary and general ledgers or taxpayer file. Compile and maintain periodic financial reports including revenue and disbursement summaries.

Respond to unusual or complex inquiries or complaints. Involves: Investigate and resolve customer tax account problems. Provide accurate information regarding administrative policies and procedures and property tax code and laws to staff, city employees, officials, taxing entities and the public. Assist employees in dealing with hostile or distraught persons. Research and analyze account histories.

Supervise assigned subordinate staff. Involves: Schedule, assign, guide and check work. Appraise employee performance. Engage in or arrange for employee training and development. Enforce personnel rules and regulations, department policies, and work standards regarding attendance and conduct. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

Perform related duties as required. Involves: Substitute, if assigned, for immediate supervisor or coworkers during temporary absences, as qualified, by performing specific duties and responsibilities essential to maintaining continuity of operations, and similarly performing any duties of subordinates. Assist in coordinating the collection process for delinquent accounts. Assist in troubleshooting and testing system software. Participate in special projects as assigned.

Knowledge, Abilities and Skills

- Comprehensive knowledge of Texas property tax code and other applicable federal, state and local laws, regulations, rules and ordinances.
- Comprehensive knowledge of bookkeeping and accounting clerical and cashiering procedures and systems, including account balancing and reconciliation, and bank deposit preparation.
- Comprehensive knowledge of municipal tax collection and fiscal administration and control methods and procedures.
- Good knowledge of customer relations, and grievance or conflict resolution techniques.
- Good knowledge of supervisory techniques.
- Some knowledge of municipal fiscal administration and internal control procedures.
- Ability to analyze, research and maintain taxpayer and cash transaction records using automated accounting methods to comply with City and Tax Department policies and statutory requirements.
- Ability to accurately and quickly calculate figures and amounts such as penalties, interest, proportions and percentages.
- Ability to apply concepts of basic algebra and double entry bookkeeping.
- Ability to process a high volume of work and meet deadlines.
- Ability to read and comprehend general business, accounting and tax regulation literature and procedures.

- Ability to establish and maintain effective working relationships with staff, city employees, consultants, officials and the public, including irate people.
- Ability to impartially and firmly exercise delegated supervisory authority and enforce personnel rules.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to research and compile data and prepare reports.
- Skill in operation and care of computer terminal, personal computer, and word processing, spreadsheet or specialized accounting software.

Other Job Characteristics

- Occasional lifting and carrying of light weight objects (up to 25 pounds).

Minimum Qualifications

Education and Experience: Equivalent to an Associate's degree in Business Administration, Accounting or a related field, plus six (6) years of automated financial or tax record keeping experience, including two (2) years in tax or revenue collections.

Special Requirements:

- Must be bondable.
- Must obtain certification from Texas Board of Tax Professional Examiners within the time limits specified by the Texas Property Taxation Professional Certification Act.



Human Resources Director



Department Head